



DTS-W Annual Training Forum

05 November 2003



Greetings, Introductions, and Overview

Lois Smith

Chief, Customer Relationship
Management



Agenda

- ▶ Continental Breakfast – Vendor Booths
- ▶ Greetings, Introductions, and Overview
- ▶ DTS-W Transformation/Return on Investment
- ▶ Customer Satisfaction Survey
- ▶ Customer Support Division Transformation
 - Customer Care Center
 - Customer Relationship Management
 - Project Management
- ▶ Morning Break – Vendor Booths



Agenda, Continued

- ▶ Defense Contracting Command-Washington
- ▶ Business Operations Division Transformation
 - Budgeted Costing
 - DoD Directory
 - DoD Switchboard Services
 - Financial Services/Tools
 - Web Services/Tools
- ▶ GSA – Line of Accounting (LOA)
- ▶ Q&A
- ▶ Luncheon and Keynote Speaker – Mr. Harry Newton (Newton's Telecom Dictionary)



Agenda, Continued

- ▶ Breakout Sessions
 - DTS-W: FAMS and Website/E-business Tools
 - GSA: Line of Accounting (LOA)
 - Verizon: "Lessons Learned in the Building and Execution of COOP Plans"
 - Vendor Exhibits



DTS-W Transformation Return on Investment

Karl Ritchey

Chief Operating Officer



Impetus for Change

- ▶ Telecommunications Act of 1996 presented opportunities to leverage increased competition in the industry
- ▶ Customer surveys in 1997 indicated a demand for lower prices, increased service, and improved billing
- ▶ To provide for customer's demands DTS-W needed major reform
 - Internal policies
 - Infrastructure
 - Processes
- ▶ Additional challenge to change was provided by the direct reimbursable process (e.g. fee for service)



Understanding the Nature and Drivers of Change

- ▶ The customer satisfaction survey, a market analysis, and other information revealed the following key findings:
 - Improvement necessary in funding/billing structure
 - ▶ Timeliness
 - ▶ Accuracy
 - ▶ Clarity
 - Customers demanded
 - ▶ Quality products
 - ▶ Responsive service
 - ▶ Competitive prices
 - Need identified for knowledgeable technical personnel who can develop specific, tailored business solutions



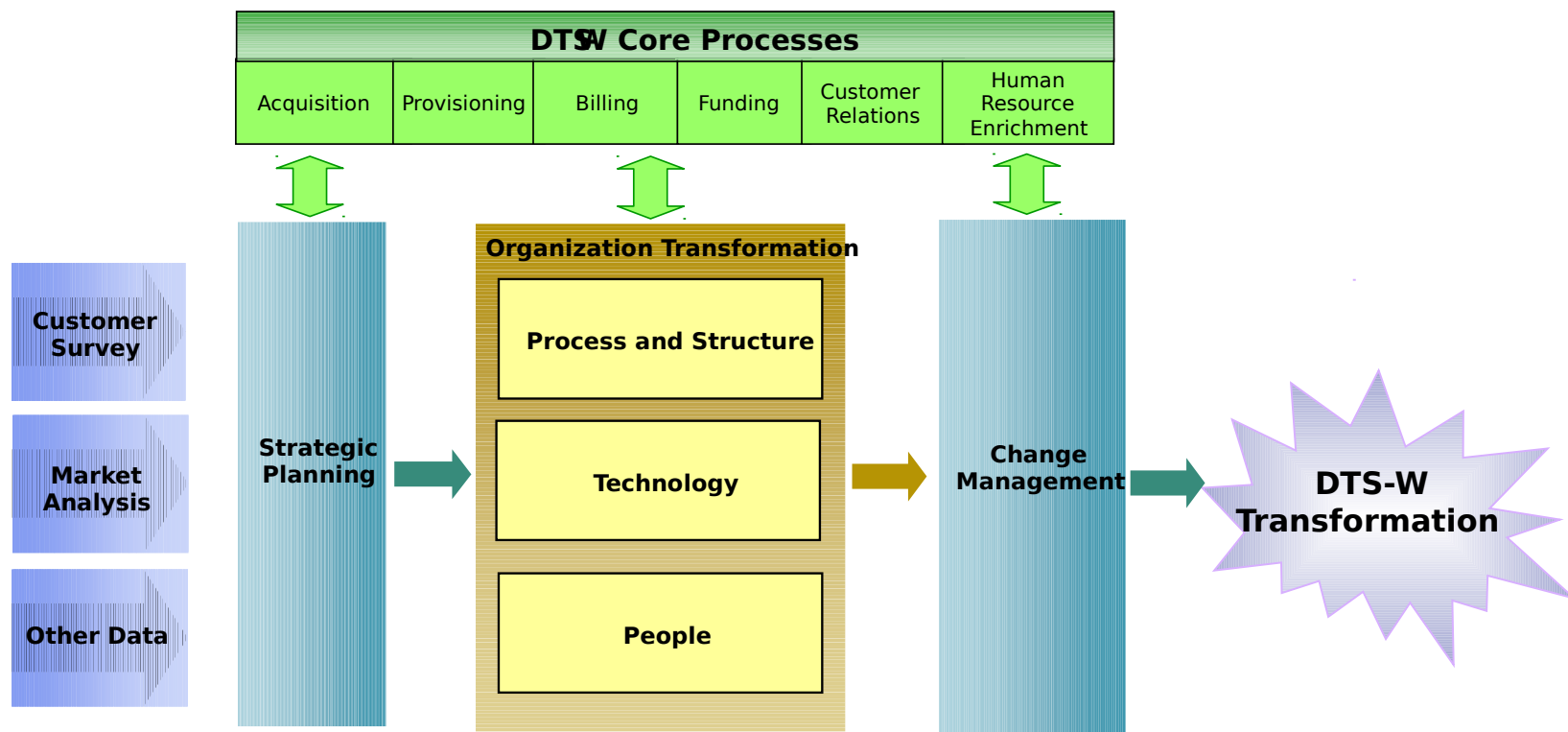
Key Objectives to Improve Customer Satisfaction

- ▶ Reduce the DTS-W overhead cost of providing services
- ▶ Offer a robust and integrated communications network of voice, video, and data services
 - Connectivity to DSN
 - Compliance with DoD standards
- ▶ Offer customized business solutions to meet our customer's changing telecommunication needs and business objectives
- ▶ Offer competitive prices
- ▶ Provide billing options (e.g. direct vendor billing)
- ▶ Provide assistance in reconciling telecommunications bills
- ▶ Monitor vendor bills and act as the customers advocate in resolving billing issues
- ▶ Redefine DTS-W priorities to become customer-centric and maintain constant communication with our customers



Developing a Solution to Achieve Objectives

- ▶ DTS-W undertook a strategy-based organizational transformation addressing process and structure, technology, people, and change management





Transformation

- ▶ New DTS-W website to focus on integrating E-Government applications
- ▶ New financial system to provide a more efficient and effective way of doing business
- ▶ Use of expense management to focus on analyzing and forecasting information
- ▶ Staff reductions and outsourced functions to gain cost savings
- ▶ Partnership with GSA to leverage economies of scale
- ▶ Multi-award contract vehicles
- ▶ Provide for direct customer billing
- ▶ Customer Care Center established as single point of entry
- ▶ Online product information and ordering, online order forms, and online reporting capabilities
- ▶ Analytical support and expert assistance



Summary of Transformation Outcomes

- ▶ DTS-W's transformation objectives have been identified
- ▶ Transformation has already brought substantial customer savings
- ▶ DTS-W is operating like a business
- ▶ For a strategic investment of \$7M, the DTS-W leveraged a return on investment of 600%



Validating the Results

- ▶ Results presented to the Office of the Secretary of Defense (OSD) Quality Management Office
- ▶ The OSD Quality Management Office tasked an independent Certified Public Account (CPA) to audit the results
- ▶ The CPA stated: “As a result of my examination, I certify that the amounts listed in these schedules represent a conservative estimate of the savings generated.”
- ▶ The CPA developed three documents
 - Auditors Opinion
 - Executive Summary
 - Details of the Report
- ▶ These documents are available for review on the DTS-W website at www.dtsw.army.mil



Next Steps

- ▶ Realign the Customer Support Division around the Customer Care Center to improve customer service and achieve additional opportunities for cost savings
- ▶ Continue to improve operations to meet and exceed customer expectations
- ▶ Continue to develop new contract and product options for the customers
- ▶ Develop a mechanism to eliminate monthly variations in customer bills
 - Budgeted Cost Accounting
 - One-rate



DTS-W Customer Satisfaction Survey

Findings and Conclusions

Victoria Elder

Booz Allen Hamilton



An overall sense of survey results can be gleaned by reviewing items considered to be strengths and areas for improvement

- ▶ Any item with a Likert response scale can be viewed from the perspective of percent response favorable and percent unfavorable. On this survey there were 30 items that utilized two different Likert scales
- ▶ Items with at least 65% favorable responses (strongly agree/agree or always/often) are considered strengths
- ▶ Items with at least 35% unfavorable responses (disagree/strongly disagree or sometimes/ never) are considered areas for improvement
- ▶ If neither of these conditions is met, an item is considered neutral

20 items can be considered strengths, 6 are areas for improvement, and 3 are neutral



These items can be considered organizational strengths

Item	% Favorable
Customer Care Center staff are polite.	92%
The (Customer Care Center) subject matter expert who resolves my problem is knowledgeable.	82%
I am satisfied with the service I receive from the DTS-W Customer Care Center.	80%
DTS-W staff who provide expense management advice for the Form 20 are knowledgeable.	79%
I believe that DTS-W and I work together to meet my telecommunications requirements.	78%
I believe DTS-W staff act with my best interests in mind.	78%
It is valuable for DTS-W to assist in billing dispute resolution with vendors.	78%
My agency's wireless bills (for cell phone, pagers) are accurate.	78%
It is easy to reach someone in the Customer Care Center.	77%*
DTS-W WITS liaison team who provide consultation about the Service@once ordering provision and TOPS bills are knowledgeable.	74%

* Does not include those who have never attempted to call Center



These items can be considered organizational strengths (cont.)

Item	% Favorable
DTS-W staff who provide expense management advice make an effort to understand my needs.	74%
DTS-W provides adequate information about its products and services.	73%
Overall, I believe DTS-W provides value to my agency.	73%
Overall, I am satisfied with the support I receive from DTS-W.	73%
I have confidence in the expense management advice I receive from DTS-W.	71%
The Customer Care Center representative who first takes my call is knowledgeable.	71%
My agency's FTS bills (for calling cards, toll free, PBX/PRI, DSN) are accurate.	70%
After I report a problem to the Customer Care Center it is resolved in a timely way.	70%
If I want a product not under contract with DTS-W, they will help me procure it.	66%



These items can be considered areas for improvement

Item	% Unfavorable
My agency's FTS bills (for calling cards, toll free, PBX/PRI, DSN) are timely.	48%
My agency's WITS bill (for video, voice, data) is too complicated.	45%
My agency's TOPS bills for WITS products and services (video, voice, data) are accurate.	41%
My agency's wireless bills (for cell phone, pagers) are timely.	39%
My agency's TOPS bills for WITS products and services (video, voice, data) are timely.	38%
The Customer Care Center representative who first answers my call tracks it to resolution.	37%



The majority of respondents are satisfied with the DTS-W product line and services

- ▶ 66% are satisfied with the **product line and services**
 - 23% are neutral; 11% are not satisfied
 - Of the 11% who are not satisfied, not enough selection and lack of latest technology were the reasons most often cited

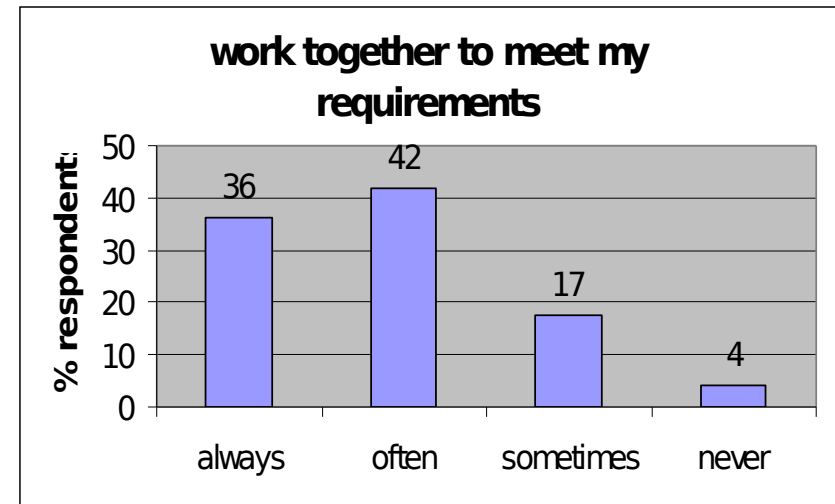
Reason for Dissatisfaction	% Respondents
Not enough selection	10%
Doesn't include latest technology	10%
Limited product features	8%
Poor quality products	5%

- ▶ 66% indicated that DTS-W will 'always' or 'often' help **procure a product not under contract**
- ▶ 72% believe that DTS-W 'always' or 'often' provides **adequate information** about its products and services



Measures of DTS-W/customer partnership are very favorable...

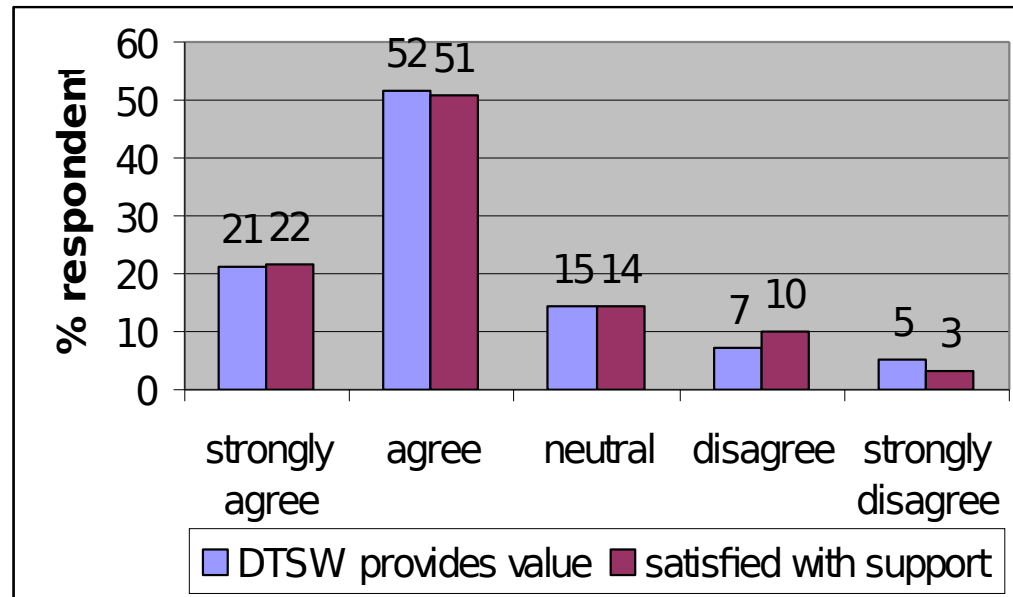
- ▶ 78% of respondents believe that DTS-W **works with them** to meet their telecommunications requirements
- ▶ 78% also believe that DTS-W staff act with **their best interests** in mind





...as are overall measures of customer satisfaction

- ▶ 73% believe that DTS-W **provides value to their agency**
- ▶ 73% are **satisfied with the support** they receive from DTS-W



- ▶ 55% indicated that DTS-W is their **preferred broker** of telecommunications products and services; 28% are unsure



The DTS-W improvement efforts of the last 5 years appear to have had a positive impact on customer satisfaction

- ▶ DTS-W last conducted a customer survey in 1997. The findings report identified four topics for improvement: responsiveness to needs, technical knowledge/competence, timeliness, and dependability of representatives
- ▶ Looking at questions from the current survey that relate to these topics, we see that measures of responsiveness and technical knowledge are strengths. Timeliness is mixed. There are no items on the survey that deal directly with dependability of representatives

Item from 2003 Survey	% Favorable
Responsiveness to Needs	
DTS-W staff who provide expense management advice make an effort to understand my needs.	74%
I believe that DTS-W and I work together to meet my telecommunications requirements.	78%
I believe DTS-W staff act with my best interests in mind.	78%



The DTS-W improvement efforts of the last 5 years appear to have had a positive impact on customer satisfaction (cont.)

Item from 2003 Survey	% Favorable
Knowledge/Competence	
The Customer Care Center representative who first takes my call is knowledgeable.	71%
The subject matter expert who resolves my problem is knowledgeable.	82%
DTS-W staff who provide expense management advice for the Form 20 are knowledgeable.	77%
DTS-W WITS liaison team who provide consultation about the Service@once ordering provision and TOPS bills are knowledgeable.	74%
Timelines	
After I report a problem to the Customer Care Center it is resolved in a timely way.	70%
My agency's wireless bills (for cell phone, pagers) are timely.	62%
My agency's FTS bills (for calling cards, toll free, PBX/PRI, DSN) are timely.	52%
My agency's TOPS bills for WITS products and services (video, voice,	62%



The majority of the strengths identified in this survey reflect customer service attributes

- ▶ 16 out of 20 strengths have to do with timeliness, knowledgeability, working in concert with customers, courtesy, and being a value-added vendor. These attributes are the essence of good customer service and consistent with the direction taken in the DTS-W strategic plan
- ▶ 5 of the 6 areas for improvement have to do with billing timeliness, accuracy, and the complicated nature of the bill. These are areas that are largely controlled by the various vendors rather than DTS-W
- ▶ One area for improvement is very much in the control of DTS-W, and it is the most strongly related item to overall satisfaction with the Customer Care Center – “first representative tracks to resolution.” This is very clearly an area where a new policy, revised procedures, and appropriate training could yield improvements in customer satisfaction



DTS-W is working hard to improve the areas indicated by the survey

- ▶ DTS-W has been moving toward a customer service posture for the last five years, building on the customer service attributes depicted in the survey
- ▶ There are still some areas that need improvement, and DTS-W is working on them
 - Working with the vendors to improve the timeliness, accuracy, and complexity of your bills
 - Restructuring the customer care center, ensuring that staff that answer calls are knowledgeable and can track problems to resolution
- ▶ DTS-W values your feedback; it's the best way to continue making improvements. Thank you for your participation in this survey



DTS-W Customer Support Division

John Maditz

Chief, Customer Support Division

An Integral Component of DoD Worldwide Communications



Contents

- ▶ Introduction to the Customer Support Division (CSD)
- ▶ DTS-W's Commitment to Responding to Customer Needs
- ▶ Customer Support Division Components
 - Customer Care Center
 - Customer Relationship Management
 - Project Management



DTS-W has leveraged the customer survey results to implement changes that positively impact the customer experience

- ▶ Although the survey results were positive, there were definite areas for improvement
- ▶ Of those customers who responded to the DTS-W survey:
 - Only 71% responded that the first person taking their call was knowledgeable
 - Only 82% responded that the subject matter expert taking their call was knowledgeable
 - Only 73% felt that DTS-W provides adequate information about its products and services
 - Only 70% responded that problems handled by the Customer Care Center were resolved in a timely manner
- ▶ Our goal is to have these customer satisfaction results in the 90th percentile
DTS-W remains committed to improving customer service and the customer experience

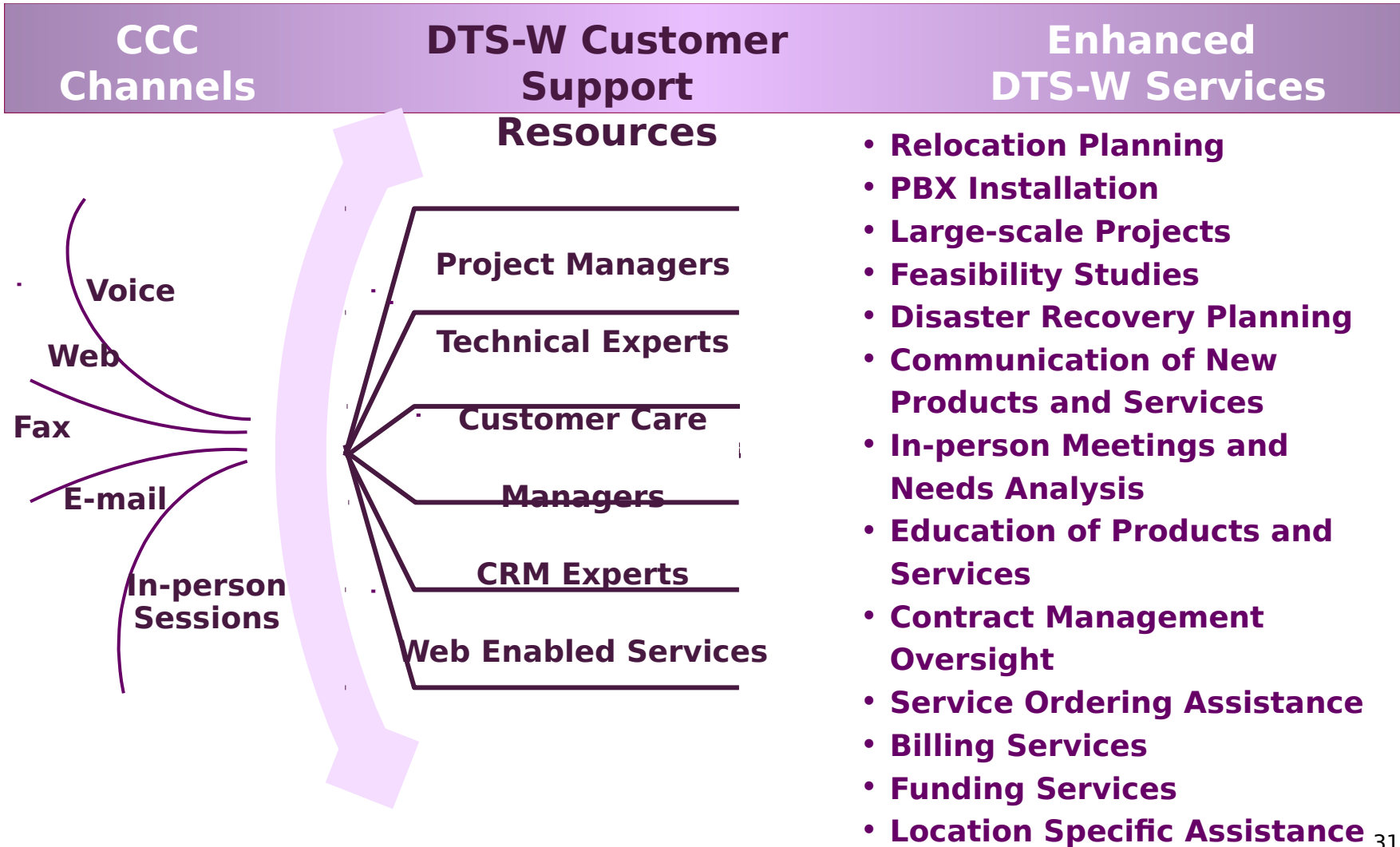


Intensive business analysis and customer needs are driving many of the changes at DTS-W

- ▶ DTS-W's rigorous analysis of its practices, functions, and organizational structure has resulted in an internal realignment in the customer service function and a better understanding of customer needs
- ▶ Internally, the alignment improves the way the organization is structured, prepared, and trained to serve its customers
- ▶ Externally, our customers will be interacting with DTS-W in new ways and through improved support channels



DTS-W is focused on providing value-added services to our customers

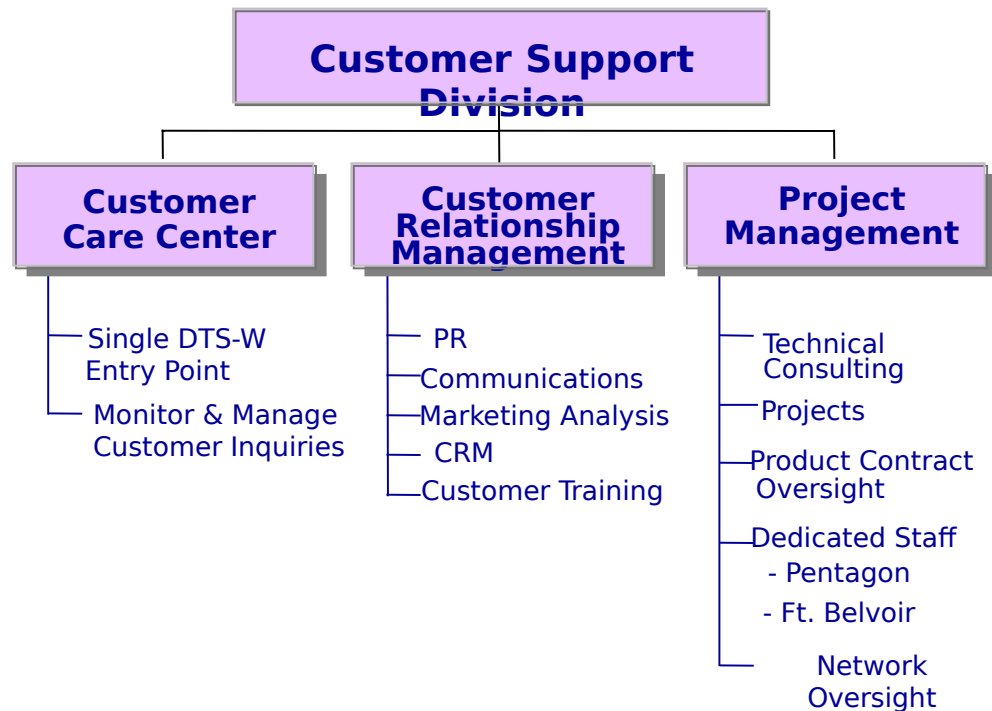




DTS-W's Customer Support Division (CSD) is designed to insure a positive customer experience

- ▶ The realigned CSD includes a multi-skilled staff across three functions:

- Customer Care Center
- Customer Relationship Management
- Project Management





CSD Organization - Customer Care Center

- ▶ To improve upon the performance ratings from our customers, the CCC will be striving to improve in the following areas:
 - Data management
 - Shorter response time
 - Increased level of expertise
- ▶ The result of this change is:
 - A single point of entry into DTS-W for all customers
 - A centralized managed team of Customer Care Managers (CCM)
 - An inquiry management system, utilizing Remedy and the Customer Interactive Center (CIC) software housed in the Pentagon. This includes Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) capabilities and will assist in tracking and monitoring calls

CCC Services

- Relocation Planning
- PBX Installation
- Large-scale Projects
- Feasibility Studies
- Disaster Recovery Planning
- Communication of New Products and Services
- In-person Meetings and Needs Analysis
- Education of Products and Services
- **Contract Management Oversight**
- **Service Ordering Assistance**
- **Billing Services**
- **Funding Services**
- **Location Specific Assistance**
- **Inquiry Resolution**



Simple and easy to understand prompts will greet callers and allow them to select their needed service area

**Menu 1
Options**

- Pentagon
- Ft. Belvoir
- NCR &
Other DTS-
W Support

**Customers will first
be able to select
their desired
location**

Menu 2 Options

- Funding
- Billing
- Products
& Services
- All Other

**Customers will
then be able to
select their needed
area of expertise**



The customer will experience professional, courteous, and timely service upon calling the CCC

- ▶ Customers will experience the following when contacting the CCC:
 1. The Automated IVR will direct callers to select their needed area of expertise
 2. Customers will always receive a ticket number for a new inquiry
 3. In most cases the CCM will resolve inquiries at first contact; otherwise the CCM will continue to monitor the tracking ticket until the inquiry has been resolved
 4. The customer will be notified that their inquiry has been resolved and that it is considered “completed”
 5. All messages from the CCC will have an ICE (Interactive Customer Evaluation) hyperlink to a customer survey in order to provide feedback

DTS-W encourages customers to submit feedback on the service they have received



Contacting the CCC

DTSW's CCC Contact Information

VOICE: 703-697-2193

FAX: 703-693-7331

EMAIL: DTSWcarecenter@hqda.army.mil

WEB: www.dtsw.army.mil



CSD Organization - Customer Relationship Management (CRM)

- ▶ The CRM function will focus on the organization's ability to understand and communicate to customers through:
 - Establishing effective two-way flow of information between DTS-W and our customers
 - Developing new and maintaining existing client relationships
 - Performing In-Person Meetings and Needs Analysis
 - Communicating customer needs throughout DTS-W
 - Improving customer satisfaction through proactive business partnerships

CRM Services

- Relocation Planning
- PBX Installation
- Large-scale Projects
- Feasibility Studies
- Disaster Recovery Planning
- **Communication of New Products and Services**
- **In-person Meetings and Needs Analysis**
- **Education of Products and Services**
- Contract Management Oversight
- Service Ordering Assistance
- Billing Services
- Funding Services
- Location Specific Assistance
- Inquiry Resolution



Customer Relationship Management..... DTS-W's new approach for managing the needs of our customers

Customer Relationship Management encompasses the following focus areas:



Communication

- ▶ Conduct Customer Quarterly reviews through onsite visits
- ▶ Conduct Customer Satisfaction Surveys
- ▶ Provide Methods/Tools to encourage customer input and feedback
- ▶ Conduct Customer Forums
- ▶ Hold DTS-W Open House



Marketing

- ▶ Proactively market to DoD Customers
- ▶ Effectively communicate DTS-W's new contract vehicles
- ▶ Actively inform customers of new product and service offerings
- ▶ Efficiently disseminate DTS-W information to DoD Customers
- ▶ Closely manage DoD customer expectations



Public Relations

- ▶ Website
- ▶ Road Shows
- ▶ DTS-W Customer Newsletters
- ▶ DTS-W Informational CD
- ▶ Petting Zoo
- ▶ Focus Groups



Customer Training

- Coordinate:
- ▶ TSCO Training
 - ▶ DAR Training
 - ▶ Website Training
 - ▶ Service@Once Training



CSD Organization - Project Management

- ▶ Includes, Project Management Support, Technical Support, and Network Backbone Oversight
- ▶ Project Management:
 - Focused on client needs (large-scale, complex projects)
- ▶ Technical Support includes:
 - Telecomm Expertise to clients
 - Support CCC
- ▶ Consolidated Network components:
 - Backbone
 - Switches
 - Trunking
 - ▶ Local calls, DSN, IDDD, DDLD, and Vmail

Project Management Services

- Relocation Planning
- PBX Installation
- Large-scale Projects
- Feasibility Studies
- Disaster Recovery Planning
- Communication of New Products and Services
- In-person Meetings and Needs Analysis
- Education of Products and Services
- Contract Management Oversight
- Service Ordering Assistance
- Billing Services
- Funding Services
- Location Specific Assistance
- Inquiry Resolution



CSD Organization - Project Management (cont'd)

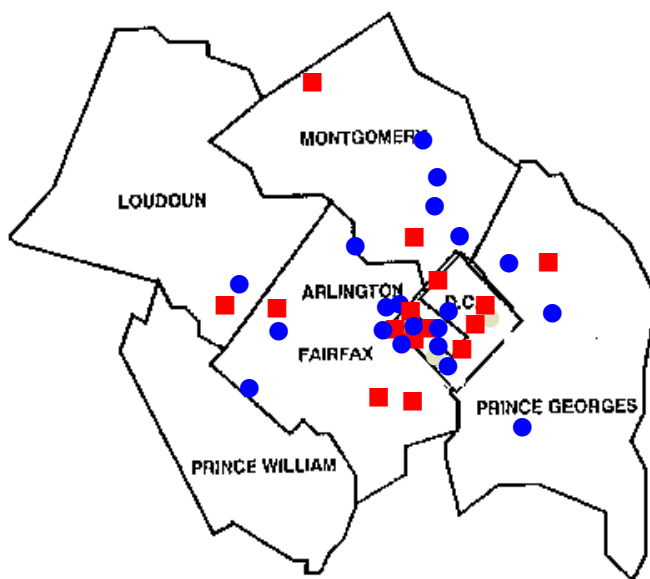
- ▶ Products requiring DTS-W assistance/approval:
 - PBX Purchase and Installation
 - ▶ DISN interoperability
 - ▶ Network connectivity
 - Trunking (PRI, T-1)
 - DID/DOD Numbers

- ▶ Project Management value added:
 - Consolidated Network Backbone
 - DoD dialing plan
 - No on-net cost for calling (DoD plus GSA)
 - Centrally funded DSN



Consolidated Network Infrastructure

NATIONAL CAPITAL REGION



- Public Switched Telephone Network (PSTN) DCO (15)
- Public Switched Telephone Network (PSTN) REMOTE SWS (21)

- ▶ 180,000 dialtone and dialtone-like (PBX, fax, modem, MB) lines
- ▶ 8,000 Point-to-Point, dedicated Circuits (alarm to OC-48)
- ▶ 9 PBXs directly connected to the PSTN (642 DID/DOD Trunks)
- ▶ 8 PBXs connected behind the PSTN (850 DID/DOD Trunks)
- ▶ 1,715 DSN Trunks
- ▶ 1,991 FTS DDLD/IDDD Trunks



In summary, the new structure will result in an improved service experience for DTS-W customers

- ▶ Responsibilities of the CAM have been broken out to experts in each discipline: Customer Care Center, Customer Relationship Management, and Project Management
- ▶ Provides improved communications and knowledge transfer between DTS-W and our customers
- ▶ Provides greater accountability, monitoring, and improvement of staff and quality of service
- ▶ Elimination of call forwarding to Subject Matter Experts (SME)
 - Provides customers with improved inquiry resolution
- ▶ Meets customer needs while allowing DTS-W to significantly reduce staff and overhead



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Morning Break



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



COMPETITION FOR TELECOMMUNICATIONS REQUIREMENTS



**Defense Contracting Command -
Washington (DCC-W)**

Sandra Spiess
Contracting Officer



Challenges

- ▶ Timely submission of requirements
- ▶ Funding/DD Form 1262
- ▶ Statement of Work (SOW)/Performance Work Statement (PWS)
- ▶ Market Research
- ▶ Independent Government Cost Estimate (IGCE)
- ▶ Justification and Approval (J&A) for other than full and open competition





Timely Submissions

- ▶ Average lead times:
 - \$2.5K – two working days
 - \$2.5K-\$25K and orders against existing contract 7 to 10 working days
 - \$25K-\$100K – 1 month to 6 weeks
 - \$100K and over – 6 weeks to 3 months





Funding/DD Form 1262

- ▶ Required! Complete in eDARTS
- ▶ Correct appropriations/fund cite
- ▶ Use attachments for market survey, SOW/PWS
- ▶ Correct POC and telephone number
- ▶ Correct ship to address





SOW/PWS

- ▶ All service contracts must be written in PWS format
- ▶ Include performance standards which are called the Quality Assurance Surveillance Plan (QASP)
- ▶ Maintenance agreements should identify frequency (i.e., weekly, monthly, quarterly)





Market Research

- ▶ Required in accordance with the Federal Acquisition Regulation (FAR) Part 10
- ▶ Include 2-3 known available sources
- ▶ Used to decide
 - If sources exist to satisfy need
 - Commercial item
 - Acceptability of commercial terms (warranty, maintenance, packaging)





Independent Government Cost Estimate (IGCE)

- ▶ Developed by customer with DTS-W and DCC-W assistance
 - Cannot be developed by the vendor
- ▶ Required for all actions \$100K and more
- ▶ Contracting Officer determination for IGCE if under \$100K
- ▶ Provide estimate for entire project, broken down year by year





Justification & Approval (J&A)

- ▶ Required by FAR 6.2 and 6.3
- ▶ \$500K and below – contracting officer approval; use more simplified format
- ▶ Over \$500K – must do formal J&A
- ▶ Must be specific on why only one vendor can provide equipment/services
- ▶ Must provide results of market survey





Exemption to Fair Opportunity

- ▶ Required on competed existing contracts for example,
 - Federal Supply Schedules (FSS)
 - Blanket Purchase Agreements (BPA)
 - Government Wide Area Contract (GWAC)
- ▶ Basically same information as on a J&A





Existing Contracts

- ▶ GSA Connections Contract
- ▶ GSA Answer Contract
- ▶ FTS2001 Crossover
- ▶ DCC-W Wireless Contracts
- ▶ WITS2001





References

- ▶ **DCC-W Website:** <http://dccw.hqda.pentagon.mil>
- ▶ **DoD guidebook for Performance-Based Services:**
<http://oamweb.osec.doc.gov/pbsc/index.html>
- ▶ **Sandra Spiess/Contracting Officer:**
Sandra.Spiess@hqda.army.mil
- ▶ **Delene Snell/Lead Specialist:**
Delene.Snell@hqda.army.mil
- ▶ **DTS-W CCC:** 703-697-





Business Operations Division

Audrey Randall-Hawley

Chief, Business Operations Division



Contents

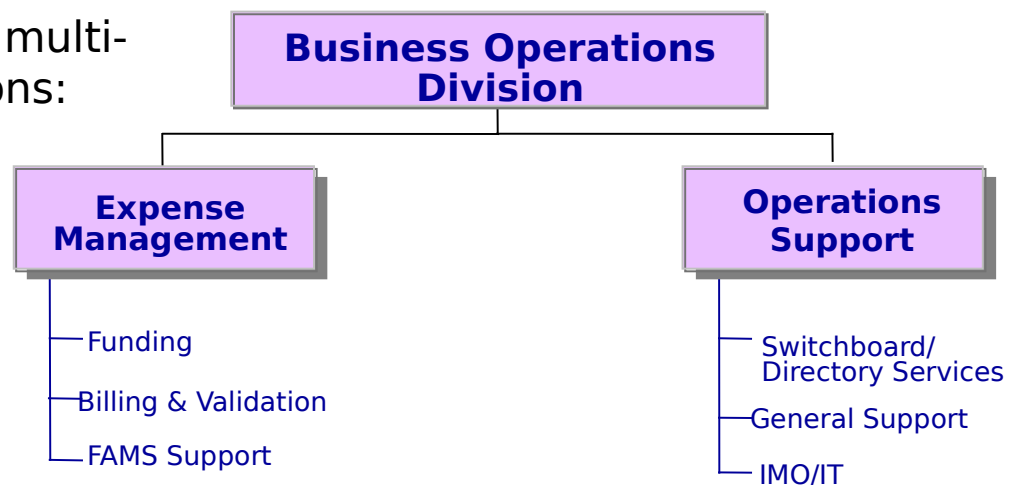
- ▶ Introduction
- ▶ Budgeted Costing
- ▶ DoD Directory/Switchboard Services
- ▶ Financial Services/Tools
- ▶ Web Services/Tools



DTS-W's Business Operations Division (BOD) is structured to support internal and external DTS-W customers

- ▶ The realigned BOD includes a multi-skilled staff across two functions:

- Expense Management
- Operations Support





#1 Goal: Give the customers what they want...

- ▶ In listening to feedback from our NCR customers, we understand that there are two fundamental requirements of DTS-W:
 - State of the art telecommunication products and services
 - Consistent monthly overhead billing to allow customers the ability to better forecast their telecommunication costs

Consistent monthly overhead billing is the business driver for the implementation of a form of accrual accounting into DTS-W's billing process

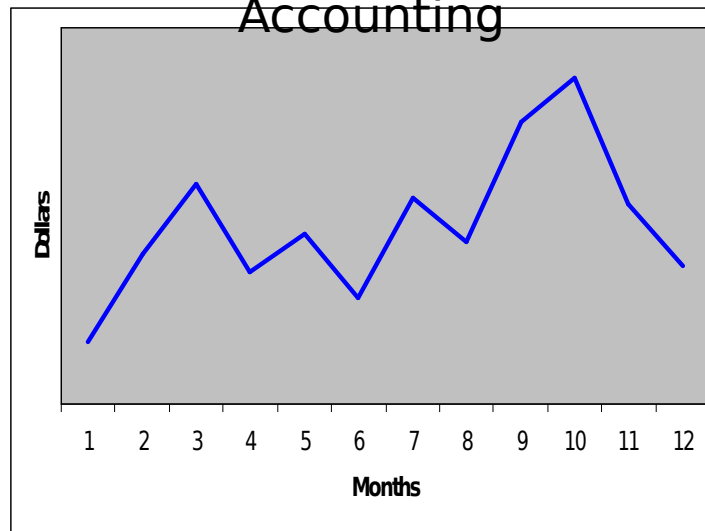
Budgeted Costing...



Cost (Cash) Based Accounting (Current Method)

- ▶ Basis of Cost (Cash) Based Accounting:
 - Charges are distributed to the customer base as costs are received
 - Spikes occur due to cost (cash) based accounting

Cost (Cash) Basis
Accounting



Monthly Overhead Charges under Current Accounting Method



Budgeted Costing (Accrual Accounting)

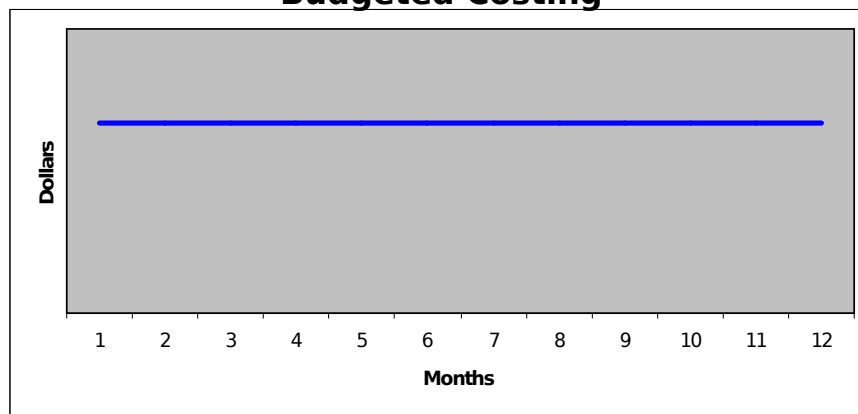
Results:

- DTS-W has estimated a FY04 budget and projected costs using historical data from their Financials & Asset Management System (FAMS)



- DTS-W will prorate annual charges to customers on a monthly basis based on an even spread of costs throughout the year given the FY04 budget
 - ▶ This will eliminate spikes in monthly overhead billings to customers
 - ▶ There will be a quarterly review of accounts in order to balance at the end of the fiscal year

Budgeted Costing



Monthly Overhead Charges under Budgeted Costing



DoD Directory

- ▶ Special Edition Yellow Pages
- ▶ Printing of complete DoD Directory (both white and yellow pages)
 - Resuming tri-annual (3 times per year) printing beginning April 2004
 - Next data call 2nd Quarter FY04
- ▶ Searchable white pages currently available on Army Knowledge Online (AKO) Homepage
 - <http://www.us.army.mil> (in the references drop down box)
- ▶ Future initiatives include .mil access to other DoD services via the ITA Data Center (Pentagon) and “knowledge” portals



DoD Switchboard Services

- ▶ Interactive Voice Response (IVR)
 - Upgrade launched in June 2003
 - Improves customers' ability to retrieve phone numbers and to be quickly transferred to the right number
- ▶ Conference calls can be scheduled through IVR or by contacting the DoD operator
 - To schedule audio conference services for the first time, call the DoD Conference Call Coordinator at 703-696-8637 (DSN 426-8637) or the DoD Operator by dialing "0"
 - Audio conferences are normally limited to 15 ports per call

Reminder: This feature is for official use only for those teleconferences initiated and hosted by DoD customers in the National Capital Region
- ▶ Automated Directory Assistance (ADA)
 - Launched in July 2003
 - The system provides the ability for the caller to reach their party by responding to the automated prompts



Available DTS-W Financial Services/Tools

- ▶ Expense Management
 - Form 20 Management
 - Reconcile and monitor vendor invoices
 - Consolidated billing allows customers to view telecommunications goods and services from multiple vendors using different contracts and receive a single, combined bill
 - WITS Liaison Billing Assistance



Available DTS-W Web Services/Tools

- ▶ Improved DTS-W Website
 - Public site
 - ▶ Products and services/contract vehicles
 - ▶ General information
 - ▶ Customer Care Center information
 - ▶ News updates for TSCOs, DARs, and Budget Officers
 - ▶ DTS-W memos
 - ▶ Service@Once/TOPS access
 - Secure site
 - ▶ Access to Form 20, Monthly Bills (e.g. 4445R), Usage Reports
 - ▶ E-Government Solutions
 - On-line calling card procurement
 - On-line toll-free access procurement
 - ▶ Improved customer web account creation process



GSA - Line of Accounting (LOA)

GSA, FTS

Billing Systems Support Branch

David Lazarus

Director, Financial Services Center



Background

- ▶ The Line Of Accounting (LOA) screen was developed by the GSA/FTS Billing Systems Support Branch to provide customers with a device which will allow them to enter their LOA information

Goal

- ▶ The goal of the LOA input screen is to alleviate significant problems with delinquent bills from FTS provided and billed telecommunications services
- ▶ For the purposes of this 'DOD-NCR' briefing, this applies to services rendered from the FTS WITS2001 contract

Purpose

- ▶ The purpose of the LOA input screen is to provide a flow-through mechanism to enable processing of DoD telecommunications services from the WITS2001 contract via IPAC



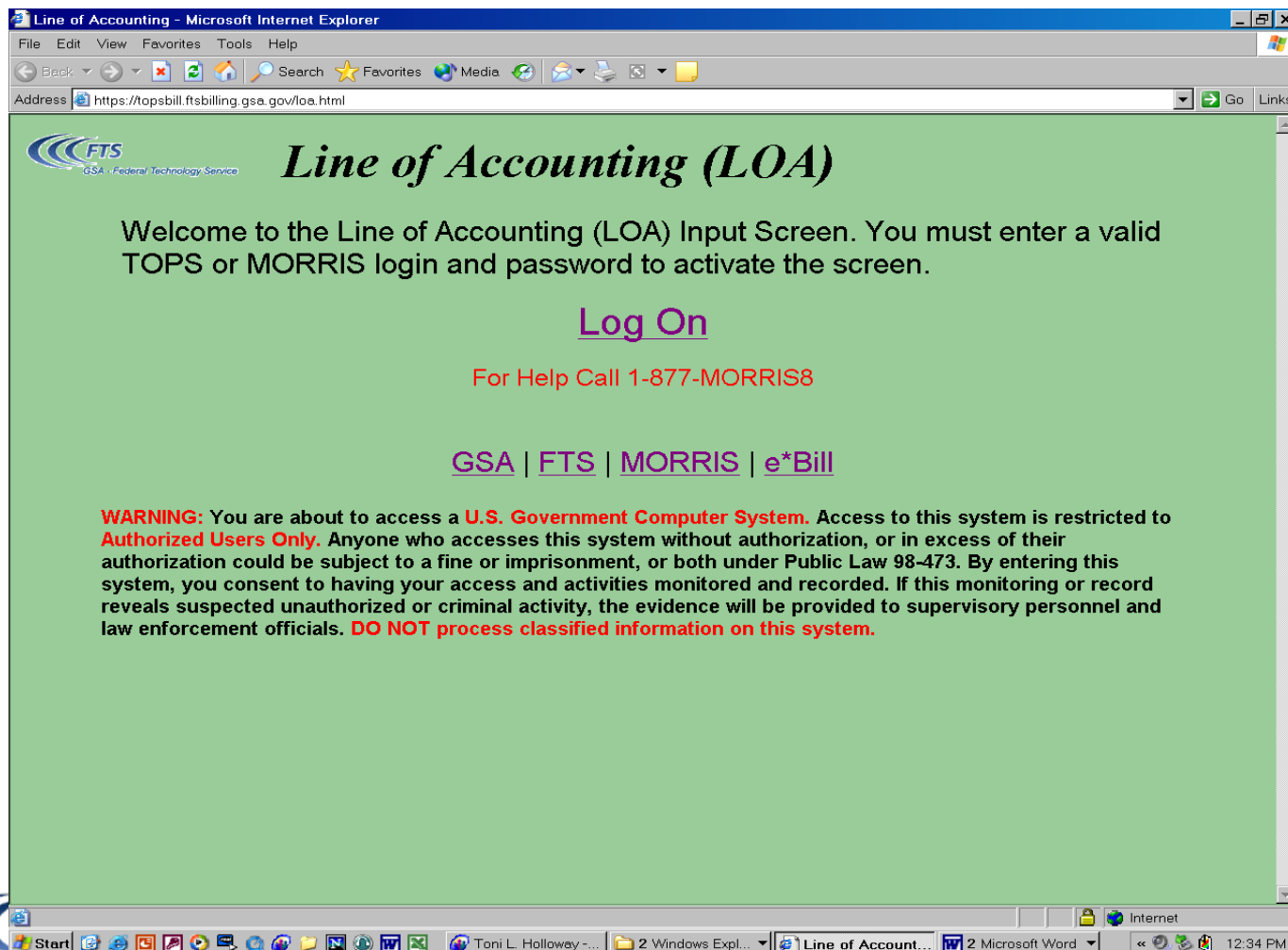


Web Address

- ▶ The LOA web address is: <https://topsbill.ftsbilling.gsa.gov/loa.html>
- ▶ This screen is accessible via Internet Explorer or Netscape
- ▶ Currently you must have a valid TOPS user account



Front Screen






Login Screen

Connect to topsbill.ftsbilling.gsa.gov ? x



Enter e*Bill Login ID

User name:  ▼

Password:

☐ Remember my password

OK Cancel



Access Screen


- ▶ To enter data for Local Services, you must enter the TOPS 6-digit customer number or for Long Distance, you must enter the 28-digit Agency Hierarchy Code, to process to the input screen. After entering the TOPS customer number or Long Distance AHC you select either DOD or NON-DOD to process to the input screen

ACORN: Customer Accounting Information - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <https://topsbill.ftsbilling.gsa.gov/pls/ebill/acorn.Startup> Go Links



NETWORK SERVICES AGENCY INVOICING
Customer Accounting Information



To Enter the Update Form:

Select Line of Accounting:	Non-DOD LOA	DOD LOA
LD Agency Hierarchy:		
LOCAL TOPS Customer Number:		

Done

Internet

Start GSA... Toni ... Req... Micr... AC... 12:29 PM



Input Screen



NETWORK SERVICES AGENCY INVOICING
Customer Accounting Information



Selection Parameters:

Agency Hierarchy Code (Input):	TEST.0000.0000.0000.0000.0000.0000
BOAC Number:	TEST12
TOPS Customer Number (Input):	-

* Billing Information:	
Billing Agency Name:	TEST Hierarchy (For demonstration)
Agency Name:	rrrr
Address:	BILLING ADDRESS TEST 0000
City, State:	Smalltown, CO
Country/Zip:	/

Accounting Classification:	Acronyms		
GA/DEPT/TL: (numeric only)	44	2 Num.	
FY/YYYY: (numeric only)	2003	4 Year	
APPROP(Basic Symbol):	AABB	4 Char	
LIMIT/SUBHEAD:	SUBH	4 Char	
BCH/OBAN/ASN:	999999	4/6 Char	
Balance of Line of Acctg:	2234567890	70 char	
AAA/ADSN/FSN:	999999	6 Char	
Obligating Document No:	9999999999	20 Char	
DODACC No: (Long Distance Only)	999999	6 Char	
IPAC/ALC:	ipac/alc	8 Char	
Effective Date for New LOA:	02/19/2003		

* For all BOAC and Billing Address Changes, contact TOPS Help Desk, GSA-FTS,(703) 306-6215, or brenda.guerra@gsa.gov

Cell Colors	Mandatory
	System Generated
	Optional

Point of Contact:		
POC:	mark K	
POC Phone #:	800-555-1212	ext: x5158
POC Email:	me@here.gov	

Update Information:	Last Updated	User ID
Current Table Entry	02/12/2003	EBILL
Effective Date after successful save:	02/19/2003	DHOSTETTER
Your Name (for audit):	Dan Hostett	

SubmitChanges

RefreshScreen

Agency Comments



Input Screen, continued

- ▶ The input screen shown on the previous page is the most vital page on this web site
- ▶ It is where all of the Line of Accounting information is entered and saved by using the “Submit Changes” button, in order for the bills to be processed via IPAC system
- ▶ If you are not familiar with the DOD acronyms, there is a button you can click on and a screen will be displayed with the acronym’s complete name
- ▶ After completing the screen, there is another button at the end of the screen named “Agency Comments.” This is a free form area, where you may enter any comments applicable to the LOA that you entered on the previous screen
- ▶ After entering Agency Comments, you may click on the “Display LOA” button to return to the LOA input screen; otherwise you may exit from the web site



Suggested Improvements

- ▶ These recommendations were taken from the LOA demonstration that was held on October 15, 2003 in Columbus, Ohio
 - Make “all” data elements mandatory
 - Create “Exit” button
 - Create “Update another LOA” button (for multiple account holders)
 - Create multiple LOA functionality with copy feature (when only a doc # changes)
 - Create drop down functionality (to select the next account without logging out)
 - Create “Help” feature on top of data elements (instead of an acronym list)
 - Rename POC to Budget/Comptroller POC and make mandatory
 - Create another POC block – non mandatory
 - Rename Balance of LOA to Supplemental Data (which could include entire LOA string)
 - Create User Request Form
 - Create an update/copy utility from Local LOA to Long Distance LOA (non DoD-NCR customers)
 - Additional security features



Points of Contact

- ▶ David Lazarus
Financial Services Center,
Director
404-331-1140

Breakout Session Leaders

- ▶ James Clatterbuck,
Billing Systems Support,
Branch Chief
703-306-6220
- ▶ Toni L. Holloway
Information Technology Management Specialist
703-306-6519



Points of Contact

- ▶ David Lazarus
Financial Services Center,
Director
404-331-1140

Breakout Session Leaders

- ▶ James Clatterbuck,
Billing Systems Support,
Branch Chief
703-306-6220
- ▶ Toni L. Holloway
Information Technology Management Specialist
703-306-6519